

Lifelong Learning Program Attendance Louisville Free Public Library



KPI Owner: Julie Scoskie

Process: Lifelong learning program attendance count

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 monthly average = 784 Goal: Attract 4,200 attendees to lifelong learning programs in FY 16. Benchmark: N/A	Data Source: LFPL Monthly Reports Goal Source: LFPL Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Monthly count of all attendees at lifelong learning programs Why Measure: To continually increase attendance at educational programs for adults. Next Improvement Step: Monitor Progress toward new goal.

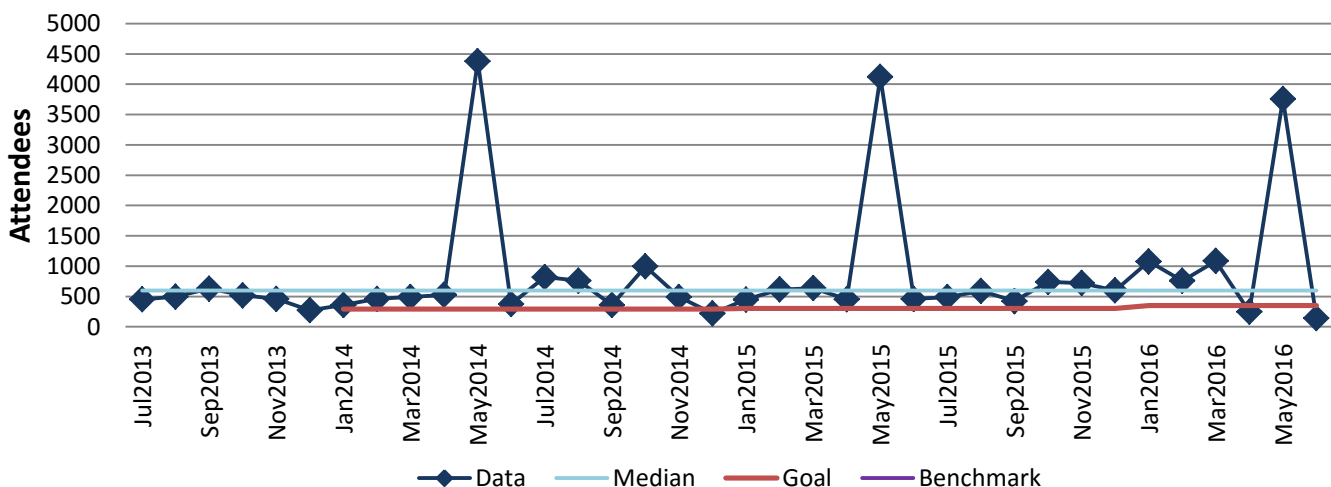
How Are We Doing?

Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
3,900	10,626		350	142	
Attendees	Attendees		Attendees	Attendees	

Lifelong Learning Program Attendance



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.